

Business Coaching Deliverables

Observing behavior & giving suggestions

Based upon relationship of two people
Coaching over a period of time
Application of patients & excellent communication skills

Approaches complement natural adult learning

Explaining appropriate behavior
Clarifying why actions are needed
Simply & accurately stating observations
Offering possible alternatives and suggestions
Following-up and reinforcing learned behavior

“Rising stars” learn interpersonal and decision-making

Problematic management styles are molded and corrected

Male and female coaches available

Multilingual/multicultural practitioners

Coaching is in-person, via phone or e-mail

Clarifying best approaches for change

Leadership development
Modeling
Coaching
Mentoring

Needs assessment available

Needs analysis available

Multicultural sensitivity awareness available

Additional and expanded
HR services are tailored
for specific client needs

PHRST
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Business Coaching Interventions



PHRST offers *a la carte* human resource management through select Professional Human Resource Service Teams

est. 1984

Business Coaching Interventions

What Is Needed

Several key factors impact the growing use of effective coaching: globalization, frequent job changes, accelerated advancement, altered work arrangements (e.g., telecommuting), multigenerational workforce, multicultural workforce, etc. Often, leaders, subordinates and colleagues need selected guidance and coaching to maximize performance and effectiveness. Investment in recruiting, developing and advancing people demands personal skills to be honed and barriers mitigated.

State-of-the-Art

PHRST coaches monitor and remain current on trends and developments in the field of effective interpersonal dynamics and behavior change. Hands-on experience and knowhow enable practitioners to promptly and effectively assess situations and behaviors, analyze factors contributing to behavior and determine an appropriate course of action for behavior change. The correct approach is critical for the investment and PHRST identifies what is needed, suggests best approaches and effects desired change.



Knowledge, Skill & Ability

PHRST's success is built upon interacting effectively with other people in its service to clients. Business-savvy, seasoned professionals apply hands-on knowledge, skill and ability in dealing with all levels and all walks of people. Coaching is a natural outcome and developed expertise among PHRST professionals. Education, skills training, experience at different levels and background across industries and geographic locations has prepared PHRST practitioners to be successful coaches. Developed HR and interpersonal skills distinguish our coaches' success.

When, Where & For How Much

Project completion requires approximately 45 workdays. Depending on client need, our professionals work at client locations, designated sites or PHRST offices. The fee is \$8,000 per person, comprising a \$4,000 initiation fee \$3,000 mid-service fee and a \$1,000 final charge. Expenses are documented and billed at-cost to clients. At an additional preferred client fee, guidance and service are available around the clock in person, via phone/video conference, by fax and via Internet.

About PHRST

Strategic Human Resource Management

PHRST stands for **P**rofessional **H**uman **R**esource **S**ervice **T**eams. Our service model enables us to provide you with HR experts in all 7 areas of HR:

- Employment Practices
- Management Practices
- Health, Safety & Security
- Compensation & Benefits
- Employee & Labor Relations
- Human Resource Development
- Staffing/Recruitment Practices

PHRST works with clients on an a la carte basis across industries, around the world, for profit or not and regardless of organization size. We service public, private, and government entities, and we are effective at all organization levels. Our approach is client-centered, worksite interaction, where we provide user-friendly, practical approaches intended for prompt and effective implementation. We work 24/7 to meet client needs. Our value and success are built upon best practice insight, sound experience, education and hands-on know-how. Organizations count on **PHRST** for knowledge, skill, ability, ethics and integrity.